



**Only \$99.00**

**Leadership Essentials:**

**Skills for Today's Managers and Supervisors**

**Thursday April 28, 2005 - 9:00 AM - 4:00 PM**

Whatever sector you work in, leader's today face tough new challenges posed by changing global and domestic environments using diverse workforces. They have to practice different styles appropriate to more complex and dynamic situations than ever before. They have to inspire trust, gain credibility, and implement innovations through others while remaining flexible and adaptable. To succeed in your expanding role, you've got to get in tune with the times ... and keep one step ahead of the changes. That means continually updating your skills and seeking out new ideas, strategies and cutting-edge techniques. This seminar address several key skills that will keep you in step with today's emerging workforce.

**Workshop agenda:**

Leading not Managing

- What makes a good leader
- The important differences between a manager and a leader

Communication Skills

- Understanding self and others
- Communicating the organization's goals and objectives
- Key skills for successful communicators

The Impact of Diversity and Inclusion

- Prevent misunderstanding by recognizing differences
- Key skills for resolving common problems that result from cultural differences

Performance Management

- How to conduct a performance management session
- How to use the SMART approach for setting clear goals and objectives
- How EEO regulations and ADR can apply to disputes

Leader Perceptions and Expectations

- Pygmalion Effect
- How the leader's expectations affect the performance level of workers
- How to create a work environment that fosters cooperation and mutual support

Key qualities of highly effective leaders

- How to improve your [cred] ability as a leader
- How to cultivate the 5 qualities that gain the respect and support of others

Developing Your PDP/Action Plan

**Presented by Hank Clemons Ph.D., president of The HLC Group, Inc. and author of 7 Steps... *achieving workforce diversity step-by-step.***

Defense Contract Audit Agency  
Training Center  
16700 Valley View Avenue, Suite 300  
La Mirada, CA 90638-5833  
Phone: (714) 228-7004

*Only \$99.00*

**This is a highly interactive  
workshop consisting  
of several skill  
building exercises**

Seminar Leader: Hank Clemons, PhD—The HLC Group, Tampa, FL. Hank works with Fortune 500 companies, federal agencies and associations. He is a lecturer at the University of South Florida in Human Resource Management and other management related courses.

Seminar is limited to 30 participants

*Fee includes all participant materials, workbooks and a certificate of completion*

**Fax completed registration to: Rachel Taylor at: (714) 228-7089**

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Please list name of Attendees, continue on reverse if necessary.  
Indicate special food or accessibility requirements of attendees.

Make check payable to **BIG** and mail to:

**Presented by Hank Clemons Ph.D., president of The HLC  
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diversity step-by-step.***

Defense Contract Audit Agency  
Attention: Rachel Taylor, EEO Manager  
16700 Valley View Avenue, Suite 300  
La Mirada, CA 90638-5833  
Phone: (714) 228-7011

**Seminar Location: Defense Contract Audit Agency Training Center**

**Registration Due By: April 25, 2005**